



Bid Event Number: EVT0000068

30% Discount from List

Single Gallon

Item	Size	List Price
Integra Prelude Emulsifier	4 gal / case	\$98.40
Integra Plus 15 Detergent	4 gal / case	\$168.97
Integra Insure Bleaching Agent	4 gal / case	\$85.17
Integra Finale Fabric Softener	4 gal / case	\$135.62
Integra Neurtra Iron Remover	4 gal/ case	\$113.53

5 Gallon

Item	Size	List Price
Anderson Liquid Laundry Break	5 gallon	\$61.44
Anderson Laundry Plus Detergent	5 gallon	\$113.93
Anderson Liquid Laundry Bleach	5 gallon	\$59.85
Anderson Finale Softener/Sour	5 gallon	\$128.55

15 Gallon

Item	Size	List Price
Anderson Detergent HD (Plus 15)	15 gal drum	\$473.05
Chlorine Bleach	15 gal drum	\$124.91
Anderson Sour Plus	15 gal drum	\$194.03
Anderson Breaker HD (Prelude)	15 gal drum	\$212.18

55 Gallon, Misc

Item	Size	List Price
Anderson Detergent HD (Plus 15)	55 gal drum	\$1,597.05
Chlorine Bleach	55 gal drum	\$189.07
Anderson Fluff Fabric Softener	55 gal drum	\$1,123.40
Anderson Breaker HD (Prelude)	55 gal drum	\$648.67
Anderson Enzyme Detergent	55 gal drum	\$2,534.57
Reclaim Powdered Destainer	2-10lb Containers	\$94.72

Exhibit 2 - Continued

Proposed Method of Performance, Contractor Support and Training

- 1) **The offeror should describe in general terms the complete scope of service to be provided under contract with Kansas:**

Answer: POZ sees our service as including much more than delivering drums of product and installing dispensers. We consider our sales and service technicians to be a vital part of the system that insures clean and sanitary linens for the State of Kansas.

We will provide comprehensive monthly inspections and reports on all of the facilities that we are responsible for. These reports will cover not just how our products and dispensers are functioning, but also how the State's laundry and ozone equipment is performing, along with a careful analysis of water chemistry and checks on linen pH, chlorinity, and iron content. Last but not least we will insure that every facility we service is meeting all State of Kansas Health Department Regulations for sanitization in the laundry.

- 2) **Describe what will be accomplished during a routine scheduled visit:**

Answer: First we check with the laundry staff to see if they have any issues or questions. Next we examine our dispensing equipment to make sure all is in proper working condition. Then we take water and linen samples and test them for pH, hardness, chlorine content, and iron content. We then observe our equipment and the washers in operation, making sure we see how the laundry workers are using the equipment. We then check the ozone generators, insure that the oxygen concentrators are working at the required efficiency, that there are no leaks in the feed tubing, and the ORP meter is reading a minimum of 900. Finally, we take an inventory of product, discuss our findings with the Laundry Supervisor, sign the report, get the Supervisor to sign it as well, and leave a copy.

- 3) **Describe the tasks the offeror will consider as outside the scope of routine service, and when would the offeror intend to charge for service and parts.**

Answer: Performing actual repairs on the clothes washers or major repairs on the ozone equipment would be outside the scope of our routine service. We do not have the parts and training necessary for that, and so would not need to charge for anything. While our technicians do understand how the ozone equipment and clothes washers work, we confine ourselves to identifying issues and making small repairs that do not require special parts or tools. We do not charge for this kind of service.

- 4) **The offeror should describe how they intend to function as a single point of contact for the state, regardless of any subcontract arrangements. This should include responsibilities and liabilities of the offeror for all problems relating to the equipment.**

Answer: POZ has no subcontractor arrangements. We will be solely responsible for all equipment installation and repair, and all contact will be with us.

5) Describe the following: a) the offeror's normal business hours; b) the hours the offeror will schedule routine site visits; c) the offeror's availability for after-hours contact and service:

Answer: POZ is open 8 to 5, Monday through Friday. We normally visit Norton as early as we can get into the facility in the morning, usually around 6:30am. This is so we can see the facility operating at full capacity for our inspection. Our full-time sales and service technicians carry their cell phones on them and are available at all times.

6) The offeror should describe their plan for responding to off-hour (non-prime time) requests for service and requests for service on holidays, weekends and vacations.

Answer: As said above, our service techs always carry their phones with them. We first see if the issue can be resolved over the phone, in order to get the facility back up and running as soon as possible. If the problem cannot be resolved, a service tech will be there as soon as possible, regardless of holidays, weekends and vacations.

7) What are the methods (e.g., e-mail, phone, fax, etc...) to be used to contact service personnel?

Answer: For non-critical service issues, e-mail is best because there is then a record of any correspondence. For emergencies, service techs can be contacted directly by cell phone, or the main office may be called on our toll-free number. Our trained office personnel will then immediately contact the appropriate service technician and get them in touch with the facility.

8) Describe the escalation procedure complete with the offeror's personnel positions and personnel names, along with their telephone numbers in order of escalation.

Answer: First contact is with our service technicians, either Ben Wagoner (816) 522-4651 or Bob McFarland (316) 644-0893. Next is the General Manager of the Laundry & Foodservice Division, Michael O'Brien (785) 221-4431. Our main office may be reached during normal business hours at 1-800-727-7876.

9) Describe the number of years of experience each assigned service representative who will serve the various state accounts.

Answer: Ben Wagoner has been with Pur-O-Zone for 15 years now, and has been working exclusively as a Laundry & Foodservice Technician for 5 years. Bob McFarland has been with the company for 12 years, and has been working as a Laundry & Foodservice Technician for 5 years as well. Michael O'Brien has been with POZ for 5 years, and has worked as a Laundry & Foodservice specialist ever since he graduated from KU 22 years ago.

10) Are any service representatives that will be assigned to the state accounts factory or dealer trained, and describe their training and how recent training has been received?

Answer: All of our personnel have received training on a regular basis from our chemical distributor on the proper use of their products. Our last meeting was in August. No factory

training is available for dispensing equipment, but all of our service technicians have worked in the field with account reps from our equipment company, Nova Controls.

11) Name subcontractors by company name (if applicable), their location, and what role they will perform delivering services if subcontractors are to be used:

Answer: Not applicable—no sub-contractors.

12) Training to State: The offeror should describe training provided to the state for dispenser equipment operation and care, as well as product usage including proper safety training:

Answer: All dispenser and product training is done on-site. For hourly laundry workers, a demonstration of what the dispensers do and how to change the formulas is made, along with instruction on how to safely change out the chemical drums and handle any spills.

Laundry staff are given a more detailed presentation. They are shown how the dispensers interact with the washers, and the points during the laundry cycle when the products are injected. We give a brief explanation of what each product does and how the laundry cycle works. Common problems to look for and simple troubleshooting are also included in the training.

Service manuals for all of our equipment are left on site, with separate copies for the maintenance department. At Norton, spare parts for the dispensers are left in a locked cabinet inside the chemical room, so that maintenance personnel may make simple repairs that will save the downtime involved in having a service tech get on-site. This is optional for the facility and done at the discretion of the maintenance department.

Safety training for our products is done at the same time. MSD sheets are provided to the facility both in hard copy and electronic.

Testing the water and linen samples is demonstrated for staff during training. This testing requires an expensive and complicated test kit, so detailed training on chemical and linen testing is not included.

13) Describe other support provided such as help-desk support provided at no cost.

Answer: POZ technicians are available at all times to provide support for both our dispensers and the laundry washers at no cost. While POZ does not work on washers ourselves, our service technicians have years of experience with all brands of washers, and in the past have often been able to provide useful advice to maintenance personnel who are having issues with machines.

All POZ office staff have received training in emergency spill procedures, and will provide information and support over the phone in case of a chemical spill.

14) Timeline

Answer: POZ is already providing services for NCF and SCF. We are prepared to initiate services at any other location in the State of Kansas at any time.